

photos

16

1. TASK NUMBER 951025CCC3124 H9590025		2. INVESTIGATOR'S ID [8026]		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE [860]	4. DATE OF ACCIDENT YR MO DAY 95 09 05	5. DATE INITIATED YR MO DAY 96 09 12		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT The victim, a 35 year old woman, was in the kitchen of her house preparing breakfast. She was preparing toast in a toaster oven on the kitchen counter top. The toaster oven failed to automatically turn off and continued heating. The toast started burning. The victim noticed flames inside the toaster oven and unplugged it. The victim was not injured. The toaster oven had flame and heat damage.				
7. LOCATION (Home, School, etc.) Home, indoors. [1]		8. CITY Palmdale		10. STATE CA
10A. FIRST PRODUCT Electric counter top toaster oven and broiler. [0216]		0B. TRADE/BRAND NAME Black & Decker brand.		10C. MODEL NUMBER 31TR051
10D. MANUFACTURER NAME AND ADDRESS Black & Decker, Inc. 6 Armstrong Road Shelton, CT 06484				
18A. SECOND PRODUCT N.A.		1B. TRADE/BRAND NAME N.A.		11C. MODEL NUMBER N.A.
11D. MANUFACTURER NAME AND ADDRESS N.A.				
12. AGE OF VICTIM [035]	13. SEX Female. [2]	14. DISPOSITION No injury. [0]	15. INJURY DIAGNOSIS No injury. [70]	
16. BODY PART(S) INVOLVED No injury. [99]	17. RESPONDENT Mother. [1]	18. TYPE OF INVESTIGATION On Site. [1]	9. TIME SPENT (OPERATIONAL HOURS) [13.0]	
20. ATTACHMENT(S) Multiple. [9]	21. CASE SOURCE Hotline consumer Complaint. [07]		22. SAMPLE COLLECTION NUMBER [96-860-6238]	
3. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) No. CPSC may not disclose the victim's name & address.				
4. REVIEW DATE Sept. 27, 1996	25. REVIEWED BY Keven J. Barton, Supervisor		26. REGIONAL OFFICE DIRECTOR Lee D. Baxter, Director	
27. DISTRIBUTION O:EHDS CC: CCA, (Siebert), FOWR LOS IDI file, FOER				

MFR/PRVLR NOTIFIED
No Comments made
Excisions/Revisions
Firm has not requested
further notice

SYNOPSIS

The victim, a 35 year old woman, was in the kitchen of her house preparing breakfast for her family. She was preparing toast in a toaster oven on the kitchen counter top. The toaster oven failed to automatically shut off and continued heating. The toast inside the oven started burning. The victim noticed flames inside the toaster oven and unplugged it. She received no injuries. The toaster oven had flame and heat damage. There was no other damage.

PRE-INCIDENT

The victim is a 35 year old woman who lives in a single family house with her 35 year old husband, her 5 year old son, and her 2 year old daughter. In 1988, the victim and her husband received a new electric counter top toaster oven and broiler (toaster oven) as a wedding gift. The toaster oven was placed on the kitchen counter top in the victim's house. It had a clear see-through glass oven door. The toaster oven remained on the counter top until the incident. It was plugged into a nearby electric wall outlet. There were no products placed on or nearby around the toaster oven. Exhibit 5, photos 1,2, 4-15, show the toaster oven.

The toaster oven's usage was light during the first three years. It was used to make toast for breakfast on the weekends. The toaster oven's use was moderate during the four years before the incident. The victim used the toaster oven several times a day seven days a week about 350 days a year. Toast was made for the family in the morning and food was frequently warmed in the evening. The oven was cleaned every one to two weeks to remove food stuck inside the oven. The oven was never repaired. It operated normally until about three weeks before the incident. The toast lever became stuck in place after the toast was prepared and the oven shut off. She used the toaster oven again. It worked normally, so the victim continued using it.

The victim prepared toast for herself and her husband on the morning of September 5, 1995 before she went to work. She placed several pieces of toast into the toaster oven, set the toast control on medium, and pushed down on the toast lever. The victim went to another part of the kitchen.

INCIDENT

The toaster oven failed to automatically shut off. It continued to heat the toast until it started burning. The victim noticed flames inside the toaster oven. She went over and unplugged the toaster oven. The victim opened the toaster oven door and threw some flour into the oven to extinguish the flames from the burning toast. The victim was not injured. The toaster had flame and heat damage (Exhibit 5, photos 8 - 12).

POST-INCIDENT

The victim reported the incident to the manufacturer on the day of the incident. She was told that similar incidents had not been reported to them. The victim called a local repair service. She decided against repairing the toaster oven. The victim called the Commission Hotline on September 5, 1995 and reported the incident (Exhibit 2). The victim purchased a new replacement toaster oven. It was placed in the same position as the old one (Exhibit 5,

photos 1 & 2). The victim signed the Authorization for Release form during this investigation and requested confidentiality for her name and address (Exhibit 4). The victim furnished the fire damaged toaster oven to the Commission for examination (Sample 96-860-6238).

PRODUCT IDENTIFICATION

The product was an electric counter top toaster oven and broiler (toaster oven). The product identification is:

1. Manufacturer - Black & Decker, Inc., 6 Armstrong Road, Shelton, CT 06484.
2. Brand name - Black & Decker.
3. Product name - Toast-R-Oven Broiler.
4. Model number - 31TR051.
5. Electrical specifications - 1500 Watts, 120 Volts, 50-60 HZ, A.C., (UL) listed 228E. 6.
Overall size - 14 5/8" wide, 7 1/2" tall, & 9" deep.
7. Oven size - 11 1/2" wide, 7 1/2" deep, & 3 7/8" tall.
8. Glass oven door - 11 1/2" wide and 5 1/4" tall.
9. Heating elements - 2 on bottom of oven and 2 on top of oven.
10. Electric appliance cord - 26 7/8" long, 5/16" wide, 2 each 16 gauge electric wires, labeled as VICTOR CORP., 16/2 AWG, TYPE H & N HEATER CORD.
11. Electric cord plug - 2 each non-polarized metal blades 11/16" long and 1/4" wide labeled as 805. Plug labeled as F and VICTOR.
12. Components: Metal components, except for plastic door handle, control knobs, and cord/plug covering.

The toaster oven's usage and history is described in the Pre-Incident part of this report. The toaster's push-down lever malfunctioned about three weeks before the incident. During the incident, the toaster oven failed to automatically shut off and caused two pieces of toast to start burning inside the oven. The toaster was set on a medium setting. There was a heat damaged area from the fire on the top of the oven. The oven turns off when the oven glass door is opened. Exhibit 5, photos 4 - 15, are photographs of the fire damaged toaster oven. The toaster oven was plugged into an electric wall receptacle protected by a 20 Amp circuit breaker (Exhibit 5, photos 1 - 3). The toaster oven's Use and Care owner's manual with warnings and instructions is Exhibit 3.

STANDARDS INFORMATION

The toaster oven involved in the incident was labeled as complying with the U.L. Listed 228E voluntary standard.

ATTACHMENTS

- Exhibit 1: Investigation assignment request.
- Exhibit 2: Consumer Product Incident Report, 2 pages.
- Exhibit 3: Black & Decker Toast-R-Oven owner's manual, 9 pages.
- Exhibit 4: Authorization for Release of Name signed by the victim.
- Exhibit 5: 15 photographs of the toaster oven and incident site.

EXHIBIT 1

951025CCC3124

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H 590025A SECT 5 I 1996

Date of Incident 9/5/95 Category I.D. ~~XXXXXXXXXX~~

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne M. Siebert

Assignment Message

1) verify incident

2) Inquire about

a) date of purchase

b) repair history

c) condition of toaster

d) pattern of use

e) cleaning pattern

f) any item in or around toaster oven

3) Obtain product for engineering evaluation

Person(s) to Contact consumer

Guideline

Requested By

Jeanne M Siebert

Task Number

951025CCC3124

Assigned to

SFO

Date

10/25/95

CONSUMER PRODUCT INCIDENT REPORT

EXHIBIT 2
SEP - 7 1995
9510250003124

1. NAME OF RESPONDENT		2. PHONE NO. (HOME) (WORK) none	
3. STREET ADDRESS		4. CITY Palmdale	STATE ZIP CODE CA 93551
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Toaster oven was on light setting for 5 minutes when consumer noticed 4" high flames coming from inside oven; consumer poured flour inside oven and on top of oven to extinguish flames. Consumer unplugged oven and noticed bread inside of oven had burned. Oven was clean prior to incident. 9/5/95 Consumer called and explained incident to manufacturer's rep. (name unknown), who said similar incidents had not been reported and told consumer -cont-			
6. DATE OF INCIDENTS 9/5/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: none		8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven/broiler		10. BRAND NAME Black & Decker	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker 6 Armstrong Rd. Shelton, CT 06484 800-421-8668 unknown		12. MODEL, SERIAL NUMBERS TR051 13. DEALER'S NAME, ADDRESS & PHONE unknown, gift unknown unknown unknown	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1988 AGE 7 yrs.	
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown			
17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 9/05/95	21. RECEIVED BY (NAME & OFFICE) mmc/HL		22. DOCUMENT NO. H9590025A
23. FOLLOW-UP ACTION 9510250003124			24. PRODUCT CODE(S) 0216
25. DISTRIBUTION		26. ENDORSEER'S NAME & TITLE Walt 9/6/95	

CONSUMER PRODUCT INCIDENT REPORT

EXHIBIT 2 Pg 2
951035000 3124
H9590025A

Narrative Continued

to call a local repair center. 9/5/95 Consumer called local repair center's rep. (name unknown), who offered to inspect oven for \$24; consumer refused. Oven is UL listed #228E.

CPSC Source: MAG

EXHIBIT 3 Pg. 1
951025CCC3124



BLACK & DECKER®

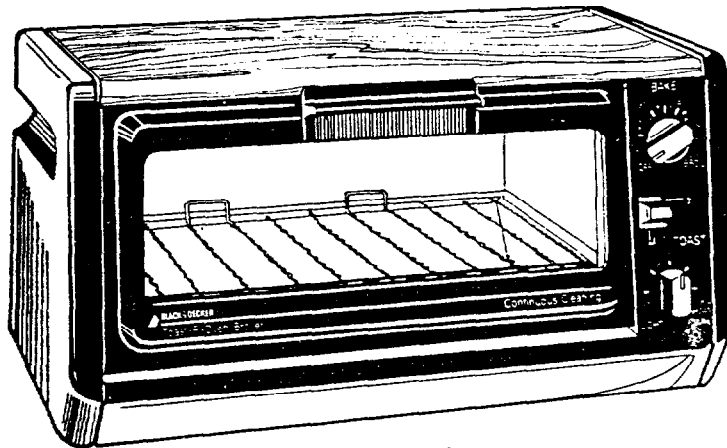
96-860-6238

9-17-96

C.O.S. SUB #2

Toast-R-Oven™ Broilers

Van Nuys
8/8/787-5531



TR051 (Model TRO60 Shown)

999

Series TRO30 through TRO60's
1500 Watts, 120 Volts, 50/60 Hz, AC Only
Listed by Underwriters Laboratories, Inc.

SAVE THIS USE & CARE BOOK

EXHIBIT 4
951025003124

U. S. CONSUMER PRODUCT SAFETY COMMISSION

Consumer Product Safety Commission
25852 McBean Parkway #524
Santa Clarita, CA 91355

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

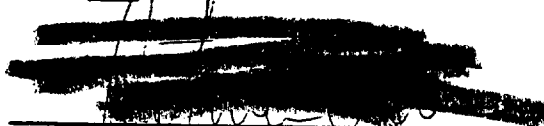
Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

You are hereby authorized to disclose my name and address with the information collected on this case.

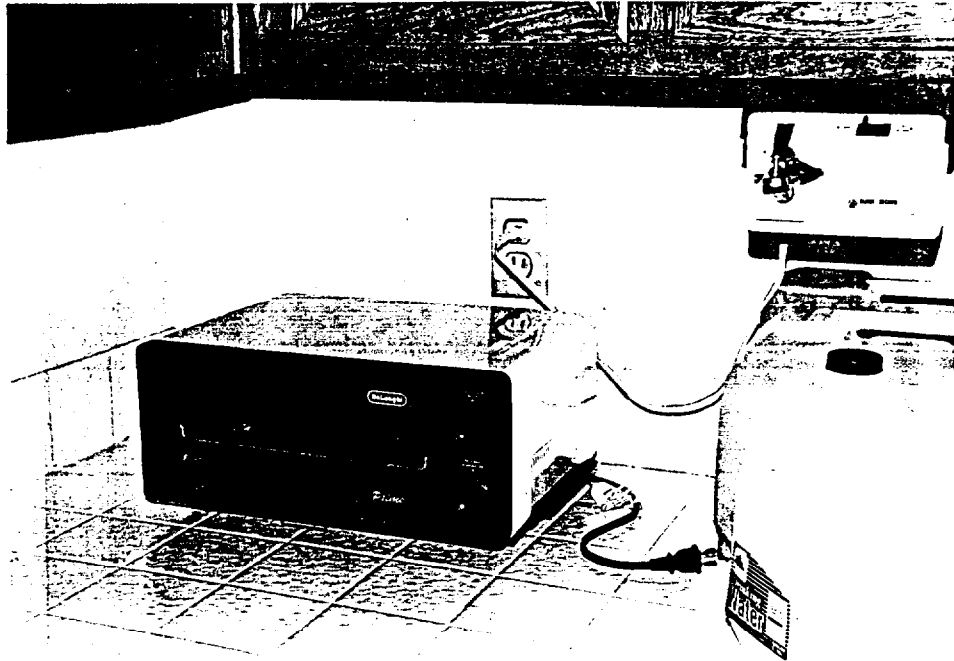
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My identity is to remain confidential.


(Signature)

9/17/96
(Date)

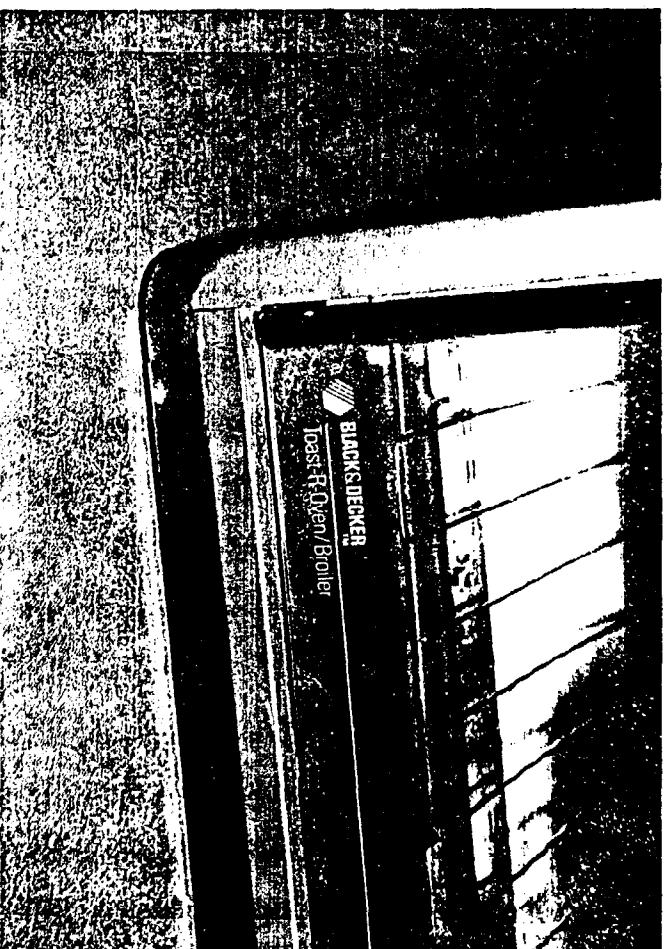
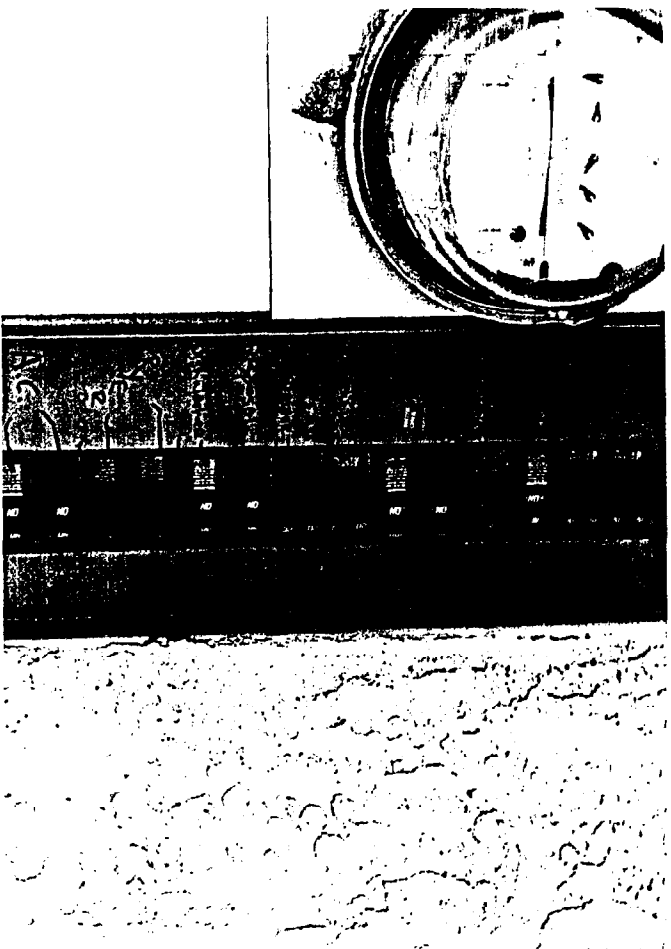
EXHIBIT 5
951025CCC3124



Photograph 1: This new toaster oven is located on the kitchen counter top where the old toaster caught on fire.

Photograph 2: The old toaster oven was plugged into this wall outlet behind the new toaster oven.

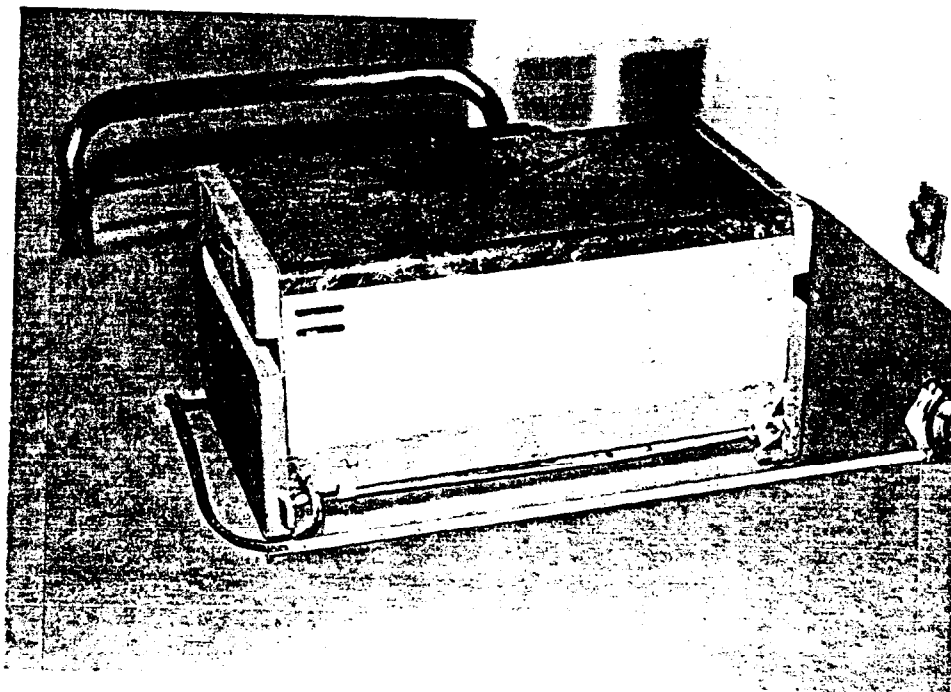
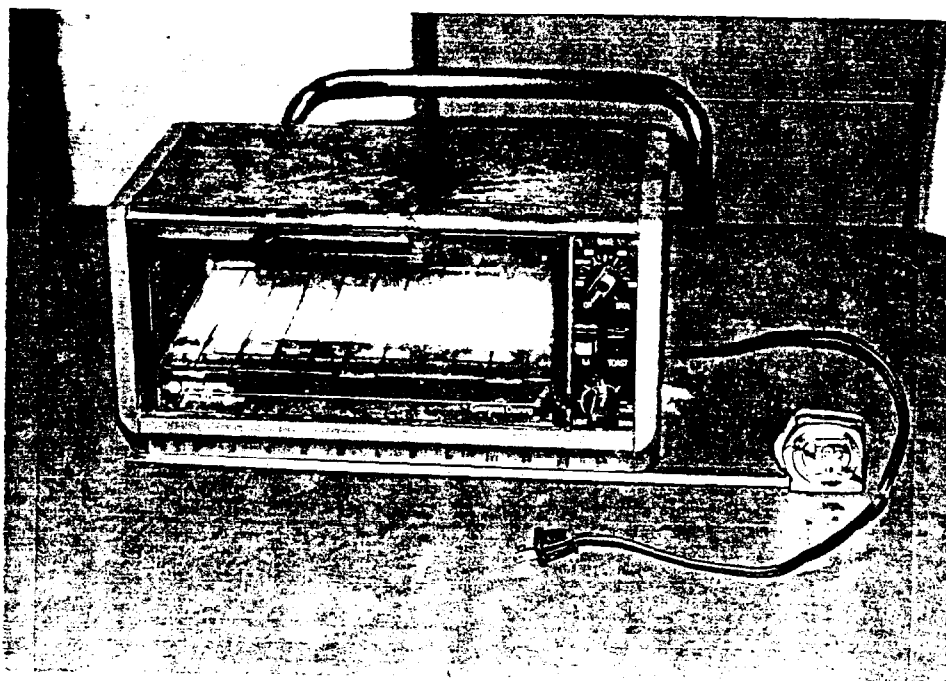
EXHIBIT 5
9510250003124



Photograph 3: The kitchen wall receptacle was protected by a 20 Amp circuit breaker.

Photograph 4: Labeling on front glass door - "BLACK & DECKER Toast-R-Oven/Boiler".

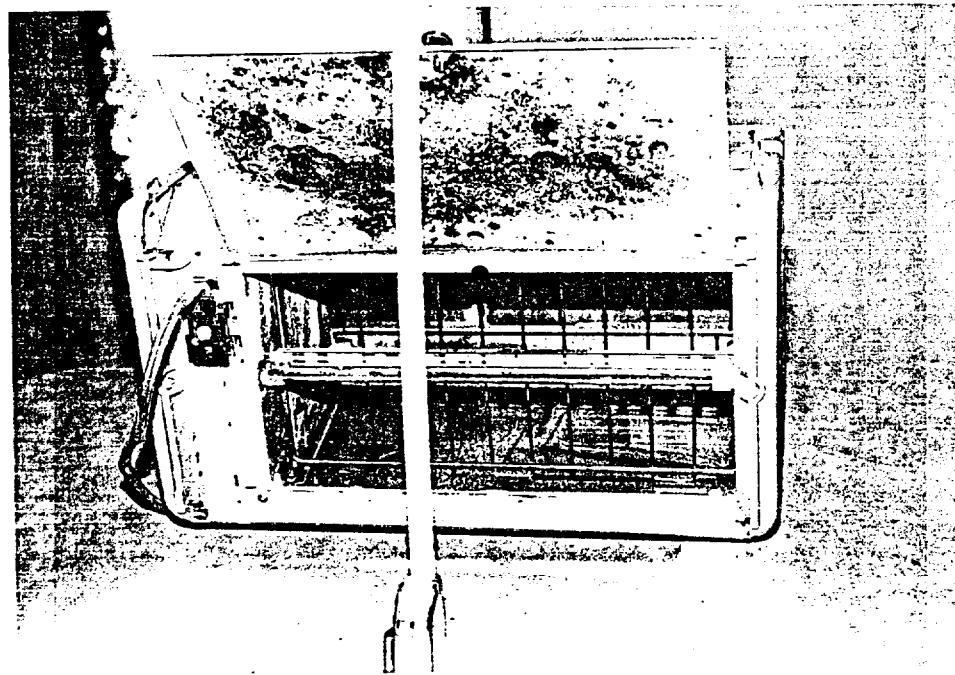
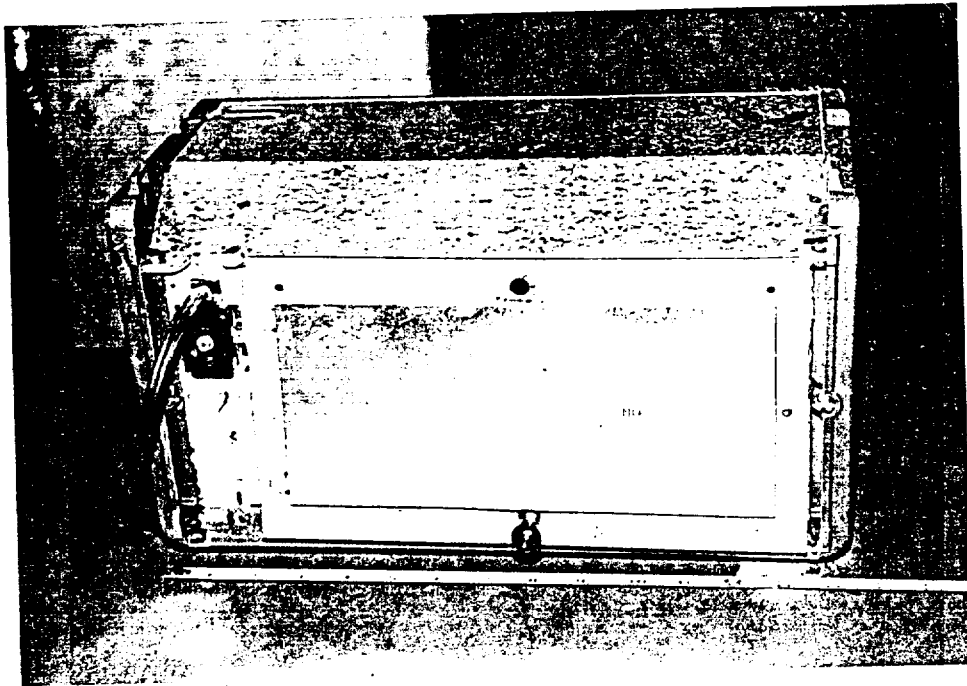
EXHIBIT 5
951025CCC3124



Photograph 5: Front of the toaster oven.

Photograph 6: Rear of the toaster oven.

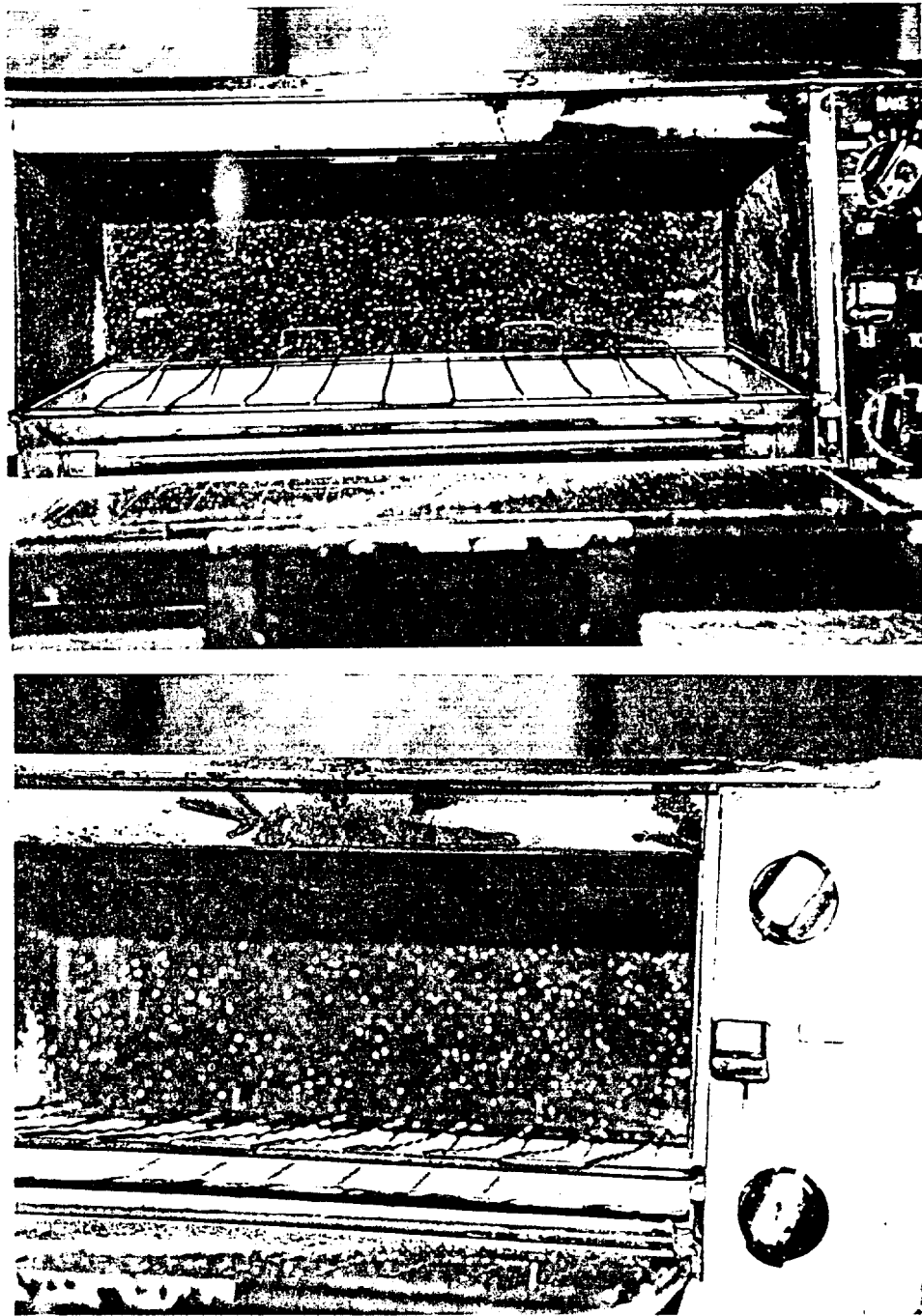
EXHIBIT 5
951025CCC3124



Photograph 7: Bottom of the toaster oven.

Photograph 8: Door on bottom of the toaster oven has been opened.

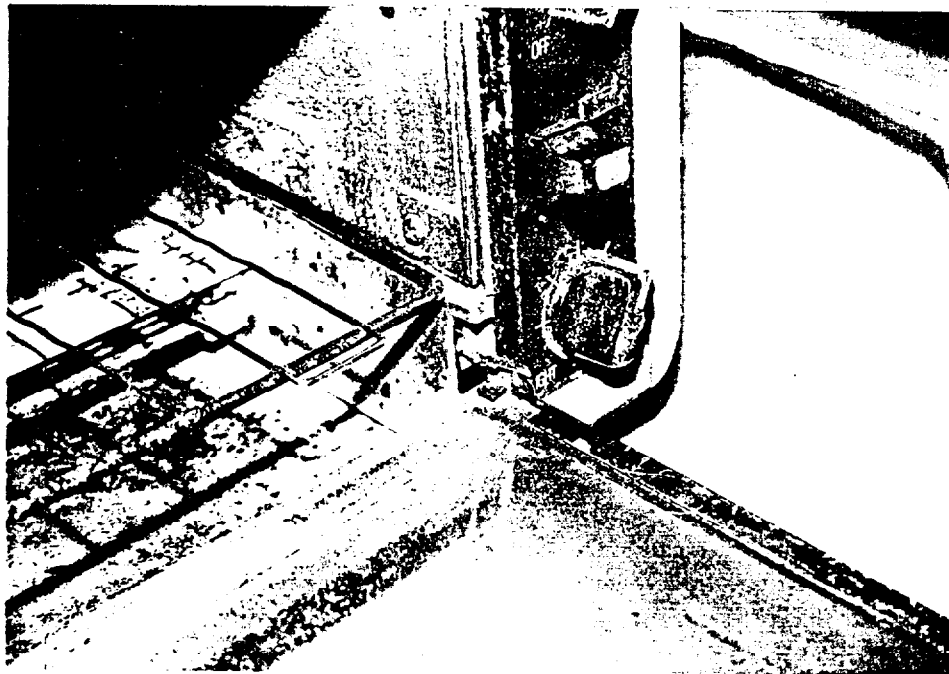
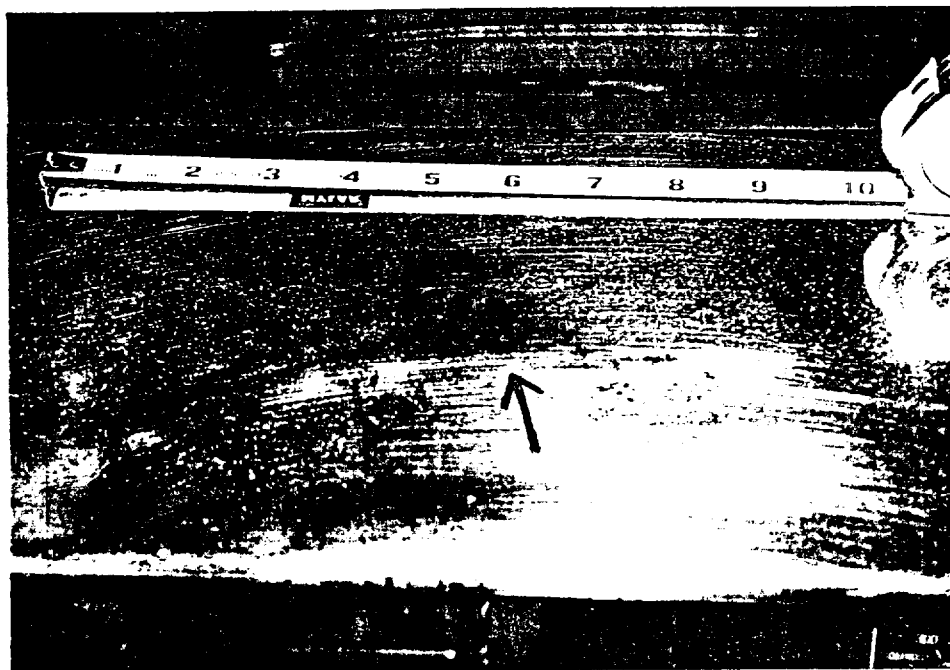
EXH181T 5
951025CCC 3124



Photograph 9: Inside of the toaster oven, looking from front side.

Photograph 10: Close up of photograph 9. The arrow shows burned food on front side.

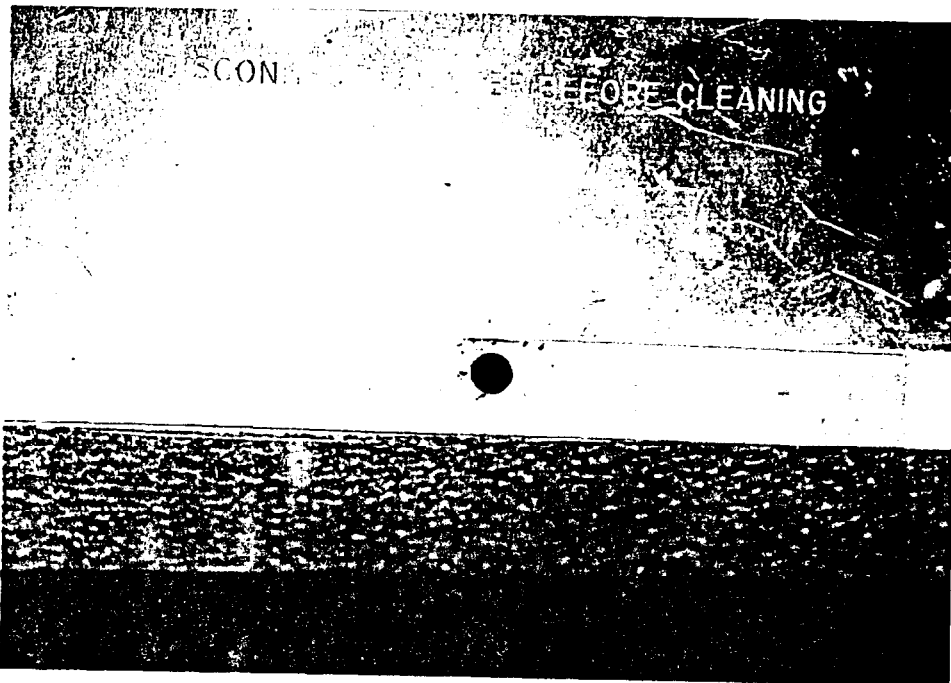
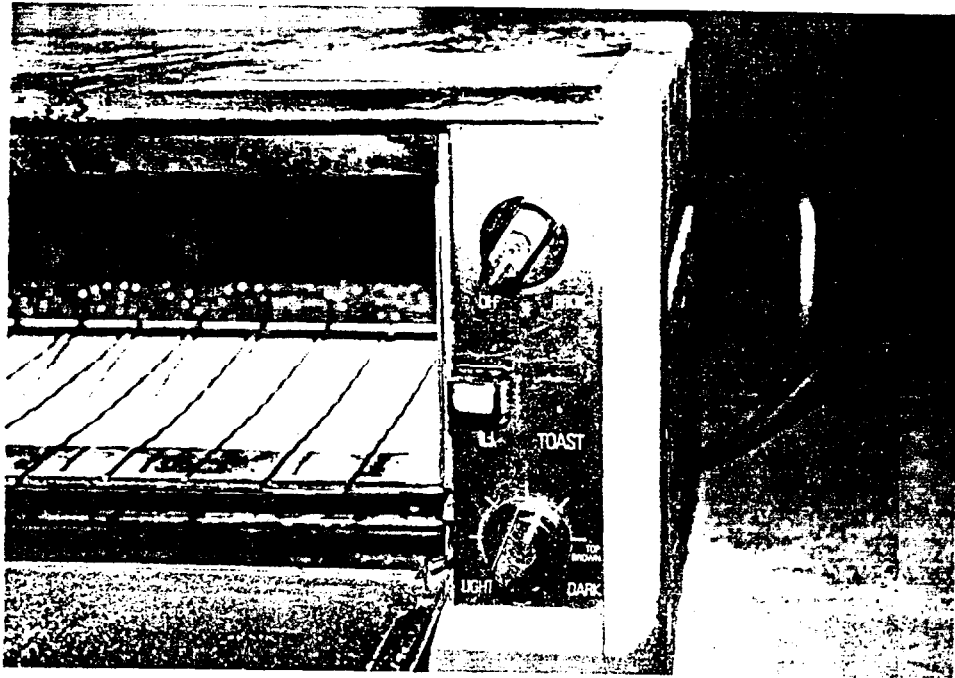
EXH 1017 5
9510250003124



Photograph 11: The arrow shows the heat discolored area on top of the toaster oven.

Photograph 12: The front glass oven door turns off the oven when opened.

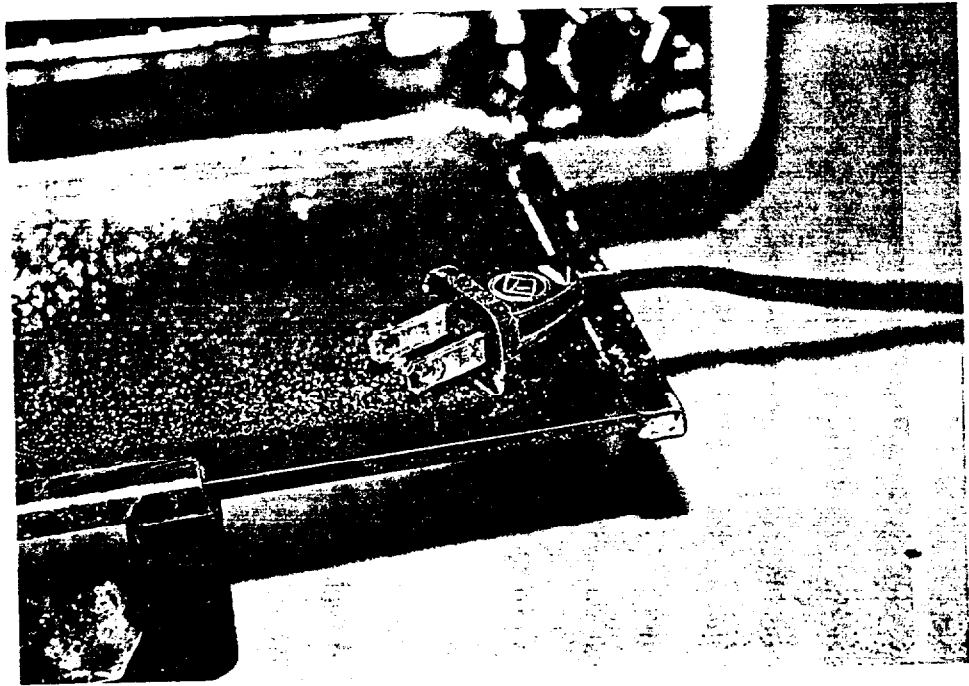
EXHIBIT 5
951025CCC3124



Photograph 13: Controls on the front side of the oven.

Photograph 14: Labeling on the rear of the toaster oven.

EXHIBIT 5
951025CCC3124



Photograph 15: Plug at end of the
toaster oven's appliance cord.